Q1: What is WRMS and what is it about?

*A1: WRMS stands for Waste & Resource Management System and it is used by both Toxic Industrial Waste (TIW) generators as well as collectors. Launched on 5 Aug 2019, WRMS is a new system that has replaced the previous e-Tracking system. Please visit WRMS/e-Tracking at: https://wrms.nea.gov.sg .*

Q2: Is the previous e-Tracking system still in use?

*A2: The previous e-Tracking system has been discontinued with effect from 5 August 2019.*

Q3: What do I need to access WRMS/e-Tracking?

*A3: You would need a CorpPass account to access the WRMS. For more information on CorpPass, please visit* [*http://www.corppass.gov.sg*](http://www.corppass.gov.sg) *. During your CorpPass registration, please select “Waste & Resource Management System (WRMS)” under NEA (Agency) to access WRMD/e-Tracking.*

Q4: What if I don’t have a CorpPass account? Can I still login using SingPass or NEA ID?

*A4: To access WRMS/e-Tracking, CorpPass login is required. WRMS/e-Tracking does not allow login using SingPass or NEA ID.*

Q5: I am looking at the homepage of WRMS, where do I click to access WRMS/e-Tracking?

*A5: Please click on the “Toxic Industrial Waste e-Tracking” module to access WRMS/e-Tracking.*

Q6: I am a Toxic Industrial Waste (TIW) generator. What should I do next?

*A6: As a TIW generator, you are required to create and submit a consignment note. You may refer to <User Guide for TIW e-Tracking (Generator)> for more information.*

Q7: I am a Toxic Industrial Waste (TIW) collector. What should I do next?

*A7: As a TIW collector, you can acknowledge consignment notes submitted by generators by accepting or rejecting the submissions. You can also create consignment notes on behalf of the TIW generator. You may refer to <User Guide for TIW e-Tracking (Collector)>for more information.*

Q8: As a Toxic Industrial Waste (TIW) generator, how do I create a consignment note?

*A8: You may refer to <User Guide for TIW e-Tracking (Generator)> for more information.*

Q9: As a Toxic Industrial Waste (TIW) collector, how do I acknowledge consignment notes submitted by the TIW generator?

*A9: You may refer to <User Guide for TIW e-Tracking (Collector)> for more information.*

Q10: Why am I not able to view and select all the TIW types when creating consignment notes where I was able to do so in the past?

*A10: To have better regulatory control over the collection of TIW, the WRMS e-Tracking system is enhanced to restrict the selectable TIW to only those that the TIWC collector is able to collect.*

Q11: I was prompted with the error message “400 Bad Request or Cookie Too Large” when logging in or creating a consignment note. What should I do to resolve the error message?

*A11: Please clear the browser cache/cookies and restart the browser before logging in again. If you are using Internet Explorer, the deletion of the cache/cookies can be accessed under Setting > Internet Options > General > Browsing History > Delete… > Cookies and Website data.*

Q12: None of your responses addresses my issue(s). Who can I contact?

*A12: Please email the screenshot(s) of your issue(s) to us at:* [*NEA\_WMlicence@nea.gov.sg*](mailto:NEA_WMlicence@nea.gov.sg) *and we will get back to you as soon as we can. Alternatively, you may contact us using our online feedback form on our NEA website at* [*http://www.nea.gov.sg/feedback*](http://www.nea.gov.sg/feedback) *or at 6225 5632.*